

VSN Minutes November 2010, Loretto, Glasgow

Attendees: -

Hilary Bennison (Cornerstone)
Douglas Bell (Children 1st)
Celia Carson (SCVO)
Stewart Smith (Turning Point Scotland)
Thomas Moan (YMCA Glasgow)
Cathy Noble (Glasgow South West Regeneration Agency)
Julie Coulter (Glasgow South West Regeneration Agency)
John Wallace (Barony)
Laura Lebec (Quarriers)
Mandy Morrison (Quarriers)
Brian Robertson Fern (Apex Scotland)
Marie Redden (Quarriers)
Colin Phillips (SAMH)
Christine McConnell (Epilepsy Scotland)
Lorraine McCauley (Zero Waste)
Colin Philips (SAMH)
Orla McDonald (Quality Scotland)
Corinne Edwards (Quality Scotland)

Apologies: -

Karen Indoo (Barnardo's Scotland)
Anne-Marie Logan (Penumbra)
Nicky Neilson (Momentum)
Neil Lovelock (CRNS)
Andrea Wood (Key)
Andrea Duffield (Key)
Ann McGuigan (The Richmond Fellowship Scotland)
Frank Russell (Victim Support Scotland)
Julie Miller (Alzheimer Scotland)
Tricia de Beaux (Alzheimer Scotland)
Anjie Rook (RNLI)
Jack McVey (Options for Independence)
Janis McDonald (Renfrewshire CVS)
Glenn Harrold (Loretto Care)
Harriet Grant (SCVO)

<p>Actions arising</p> <p>Website OM updated the group on the Quality Matters online support forum. There has been limited progress, some individuals have found it useful however, it has not been revolutionary for the network. Therefore it was agreed that the VSN would not pursue the development of a similar tool.</p> <p>Environmental Scanning The offer made by Elaine Sneddon -the new Marketing Director for Quality Scotland- at the last meeting still stands, therefore if any voluntary sector organisation has had any recent successes that could be used as an article; please get in touch with her on: elaine.sneddon@qualityscotland.co.uk</p>	<p>VSN</p>
<p>Network Matters</p> <p>VSN Conference Although there was not a huge turnout at this year's VSN Conference, all of those who booked on the event attended. Furthermore, the Survey Monkey feedback was largely positive with no aspect receiving below a grade 3 (on a scale of 1-5 with 5 being the best and 1 the worst). The attendees from the meeting enjoyed the venue, the small scale of the event, the breakout sessions and Martin Crewe's presentation in particular. OM also took a number of learning points from the event to improve future VSN Conferences e.g. the workshops should be extended and more focused on the voluntary sector.</p> <p>Quality Scotland's 20th Anniversary Since 2011 marks Quality Scotland's 20th year anniversary, it will be a big year in terms of events etc. The group was invited as members of Quality Scotland to take the opportunity to provide information on what they would like QS to provide over the next year. Thus, if anyone has any ideas that they would like incorporated and/or any advice about how to best celebrate it, then please get in contact</p> <p>Benchmarking Benchmarking based on People Results: Karen Indoo produced a mapping of the different grading scales used by members on their staff surveys. It was agreed that most scales were comparable. However, despite these commonalities across the staff surveys, organisations are using a variety of approaches with a variety of staff groups, therefore in order for some meaningful comparisons to be made OM was actioned to put together a blank template with the number of staff involved, method, response rate etc. and</p>	<p>VSN</p> <p>OM</p>

<p>to then send this back to the group.</p> <p>Benchmarking based on Key Results: Stewart Smith outlined the work that TPS have been doing in relation to setting Key Results. People appeared to be using differing approaches to identify their Key Results. It was decided that organisations will send OM a list of their Key Results; she will then examine them and pull out any commonalities and differences across the organisations for discussion at the next meeting.</p>	<p>VSN</p> <p>VSN, OM</p>
<p>Implementing Excellence</p> <p>Presentation from Laura and Mandy (Quarriers) outlined their C2E journey and the What If Project. A copy of the presentation will be made available on the VSN section of the QS website.</p>	
<p>Environmental Scanning</p> <p><i>Role of Regulators</i></p> <p>OM informed the group that the housing part of the Care Commission had been in contact with Quality Scotland. OM will monitor how this progresses as it is still at an early stage and update the group on any significant developments.</p>	<p>OM</p>
<p>Performance Measures</p> <p>Lorraine McCauley (CRNS) presented the concept of Zero Waste which aims to reuse and recycle third sector organisations resources. A copy of the presentation will be made available on the VSN section of the QS website.</p>	
<p>AOB</p> <p>Gathering 2011</p> <p>Celia Carson reminded the group that the Gathering will be taking place in February in Edinburgh.</p> <p>VSN meetings 2011</p> <p>17th February – Turning Point Scotland (Glasgow) 19th May – Barnardo’s (Edinburgh) 18th August – Quarriers (Bridge of Weir) 17th November – SAMH (Glasgow)</p>	